

Hospitality Career Pathway

MISSOURI ECONOMIC RESEARCH & INFORMATION CENTER
MISSOURI DEPARTMENT OF HIGHER EDUCATION
& WORKFORCE DEVELOPMENT
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What are Career Pathways?

Career Pathways are groups of occupations within a career field. Occupations within a pathway share common skills, knowledge, and interests. The pathways use industry-recognized credentials and are examples of how different levels of training or education can help provide opportunities for career advancement.

Missouri Numbers:

-  **15,398 Employers**
-  **\$22,154 Workers**
-  **\$22,154 Average Wage**

Why Have a Career in Hospitality?

Hospitality represents 11.1 percent of total private sector employment, employing over 250,000 workers in more than 15,000 businesses in 2020. The Hospitality industry was the most severely impacted by the COVID-19 pandemic, which is reflected in 2020 employment data. Hospitality employment declined an average 2.7 percent per year from 2015 to 2020. Hospitality industry wages averaged \$22,154 in 2020. Overall this is lower than the state average of \$54,801 for all industries due to the large number of entry-level jobs in this industry. Some occupations that can be obtained with on-the-job experience have higher pay. For example, average wages for a Food Service Manager are \$59,490 and average wages for Lodging Managers are \$61,730.

There are a variety of careers in the Hospitality fields of Administrative & Support Services, Sales & Marketing, Food Service, and Entertainment.

Know the Basics

The Hospitality industry depends on the ability to deliver products and services to customers in a timely and courteous manner, so dependability, adaptability, and flexibility are necessary. Soft skills, such as interpersonal skills, professionalism, and dependability are important in all industries and occupations, especially in customer service occupations found in the Hospitality industry. The ability to communicate with customers and co-workers is crucial for success in this industry.

Skills needed for Success:

Hospitality careers have a set of industry-wide technical competencies that represent the knowledge and skills necessary to be successful in this industry. Quality assurance, cost control, marketing, and sales, as well as knowledge of operations and procedures are some of the skills that may be necessary for success.

Who's Hiring in Missouri?

Marriott International Inc.
McDonald's
Starbucks
Pizza Hut
Hilton Hotel Corporation



Administration & Support Services

Now

Short-Term On-the-Job Training

Hotel, Motel, and Resort Desk Clerks
Entry: \$20,350; Average: \$24,160

Janitors and Cleaners
Entry: \$22,570; Average: \$29,550

Landscaping and Groundskeeping Workers
Entry: \$25,690; Average: \$34,250

Certificates: Landscape Architect, Business Administration Certificates

Sales & Marketing

Customer Service Representatives
Entry: \$28,850; Average: \$36,580

Cashiers
Entry: \$20,670; Average: \$24,490

Retail Salespersons
Entry: \$21,460; Average: \$30,640

Certificates: Retailing and Retail Operations, Business Administration Certificates

Next

Certificate, Associate Degree, Apprenticeship, Moderate- to Long- Term On-the-Job Training

Bookkeeping, Accounting, & Auditing Clerks
Entry: \$32,510; Average: \$41,320

Lodging Managers
Entry: \$37,900; Average: \$61,730

First-line Supervisor of Housekeeping & Janitorial
Entry: \$30,760; Average: \$40,870

Degrees: Accounting Technology/Technician and Bookkeeping, Hospitality Administration/Management
Certificates: QuickBooks

First-line Supervisor of Retail Sales Workers
Entry: \$32,160; Average: \$43,960

Advertising Sales Agents
Entry: \$27,860; Average: \$57,570

First-line Supervisor of Non-Retail Sales Workers
Entry: \$55,740; Average: \$82,880

Degrees: General Merchandising, Sales, and Related Marketing Operations
Certificates: Retailing and Retail Operations

Later

Bachelor's Degree or Advanced Degree

Accountants and Auditors
Entry: \$50,310; Average: \$71,130

Administrative Services Managers
Entry: \$69,830; Average: \$96,870

Human Resources Specialists
Entry: \$43,920; Average: \$61,150

Degrees: Accounting, Finance, Business Administration & Management, Human Resources Management

Market Research Analysts & Marketing Specialists
Entry: \$43,210; Average: \$66,020

Sales Managers
Entry: \$95,370; Average: \$145,630

Public Relations Specialists
Entry: \$38,340; Average: \$52,680

Degrees: Marketing, Business Administration and Management, Business/Commerce, Public Relations

Sources:

EMSI Burning Glass Technologies Labor/Insight™ tool
Employment and Training Administration, Competency Model Clearinghouse
2020 Occupational Employment Survey Wage data, U.S. Bureau of Labor Statistics
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics
Top employers data is based on 2021 online job ads



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Food Service

Now

Short-Term On-the-Job Training

Cooks, Fast Food
Entry: \$19,800; Average: \$22,480

Waiters & Waitresses
Entry: \$19,820; Average: \$23,880

Bartenders
Entry: \$19,880; Average: \$28,240

Certificates: ServSafe Alcohol, ServSafe Food Handler, Certified Restaurant Server

Entertainment

Amusement & Recreation Attendants
Entry: \$19,990; Average: \$25,950

Ushers, Lobby Attendants, & Ticket Takers
Entry: \$20,380; Average: \$23,960

Gaming Dealers
Entry: \$19,700; Average: \$22,950

Certificates: Gaming Dealer License

Next

Certificate, Associate Degree, Apprenticeship, Moderate- to Long- Term On-the-Job Training

Cooks, Restaurant
Entry: \$21,180; Average: \$27,250

Bakers
Entry: \$22,890; Average: \$29,940

Food Service Managers
Entry: \$36,830; Average: \$59,490

Degrees: Restaurant, Culinary, and Catering Management/Manager
Certificates: Certified Pastry Culinarian (CPC), Certified Baker, ServSafe Food Protection Manager Certification

Craft Artists
Entry: \$22,830; Average: \$32,040

Umpires, Referees, & other Sports Officials
Entry: \$20,350; Average: \$34,000

Photographers
Entry: \$22,450; Average: \$33,620

Degrees: Drama and Dramatics/Theatre Arts, Photography
Certificates: Digital Arts, Timekeeper, Marital Arts Judge, Boxing Referee

Later

Bachelor's Degree or Advanced Degree

General & Operations Managers
Entry: \$53,030; Average: \$101,610

Degrees: Business Administration & Management

Coaches & Scouts
Entry: \$20,050; Average: \$40,690

Museum Technicians & Conservators
Entry: \$34,830; Average: \$44,230

Multimedia Artists & Animators
Entry: \$44,930; Average: \$63,900

Degrees: Graphic Design, Art History, Sport and Fitness Administration/Management, Physical Education Teaching and Coaching

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